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Utah WIC 2004  
Participant Satisfaction Survey  
Report



**WIC**

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# **Utah WIC 2004 Participant Satisfaction Survey Report**

**April 2005**

**Utah Department of Health  
Division of Community & Family Health Services  
Maternal and Child Health Bureau  
Women, Infants, and Children (WIC) & Data Resources Program**

## Acknowledgments

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We want to thank staff in the local WIC clinics for their assistance in distributing the surveys to participants and returning the completed surveys to the state office in a timely manner.

We also want to thank the WIC participants for taking the time to fill out the survey because it is their feedback that enables the WIC program to improve services for Utah mothers and children.

For the 2004 survey, the Participant Satisfaction Survey Committee was formed to revise the survey instrument; we express appreciation to those who worked on this committee to redevelop the survey. They include the following individuals:

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Special appreciation is extended to the following persons for their technical assistance, editorial reviews, comments, and support:

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## Introduction

The Special Supplemental Nutrition Program for Women, Infants and Children (WIC) is federally funded and administered by the United States Department of Agriculture (USDA). The Utah WIC Program is administered by the Utah Department of Health, Division of Community and Family Health Services, Maternal and Child Health Bureau. In 2003, the Utah WIC Program served a total of 19,809 women (pregnant, breastfeeding or postpartum) and 70,093 infants and children under 5 years of age<sup>1</sup>. At the close of calendar year 2004, approximately 67,280 participants received services each month<sup>2</sup>. Services are provided in public health clinics located in all Utah counties (except Daggett) by 12 health departments, plus one specialty clinic, University of Utah's Teen Mother and Child Program. WIC clinical services include nutrition screening, nutrition education, breastfeeding promotion and support, supplemental foods designed to enhance intake of specific nutrients, and referral to health and community services.

## Purpose of the Survey

The purpose of the survey was to determine the extent of satisfaction among participants receiving WIC services as well as their understanding of those services. This survey has been conducted annually since 1980 and biannually since the 2002 survey. The WIC committee structured the 2004 survey to collect information about WIC services utilization, nutrition education, breastfeeding, voucher use, the folic acid project and demographic information about participants. The survey results will be used by State and local WIC staff to identify participants' needs to apply toward program improvements. The data included in this report can be utilized in each local agency's Nutrition Education Plan and in other decision-making processes.

## Methods

### *Survey Design*

This year the survey instrument was closely scrutinized and questions were revised. This revision was a combined effort with input from local and State staff and managers. Revisions were made to ensure that essential information would be collected to improve programs.

The survey instrument consisted of 29 questions. The majority of questions were close-ended. The questions were grouped into seven sections: a) Service Awareness & Utilization; b) WIC Clinic Performance; c) Nutrition Education; d) Breastfeeding; e) WIC Vouchers; f) Folic Acid; g) Demographics. The survey instrument was pre-tested and changes from the pre-test were incorporated into the final instrument. The survey was printed in two languages—English and Spanish—to meet different participants' language preferences. The method of data collection for this study was a self-administered survey given to a convenience sample of WIC participants.

### *Survey Implementation*

During the months of July and August 2004, the State WIC office mailed a total of 4,950 surveys and instructions to Utah WIC clinics. Each clinic received a number of surveys proportional to their caseload. Local staff then distributed the surveys to all participants who entered the clinic on designated "regular service" days. Members of clinic staff were instructed to give the survey to all participants and to remain neutral and not assist the participant in trying to clarify or explain their responses. Each clinic returned the completed surveys to the State WIC office where the surveys were reviewed, sorted, and sent to Utah Correctional Institute for data entry. All analyses were performed using SAS and SPSS.

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<sup>1</sup> Pregnancy and Pediatric Nutrition Surveillance 2003 Annual Reports, CDC.

<sup>2</sup> Monthly Participation Report June-November 2004

## Results

The overall response rate was 93.6% with a total of 4,631 WIC participants completing the survey. Of these, 1,421 (30.7%) participants completed the Spanish version of the questionnaire. The distribution of surveys received from rural and urban (Davis, Salt Lake, Utah, and Weber-Morgan) health districts was 30.5% and 69.5%, respectively. Key findings of the survey are provided in the next section. Results for each local health district are provided in the Appendix.

### *Limitations*

A possible limitation was that many respondents did not adhere to instructions on skip patterns. For certain questions, only a few participants responded for the entire statewide survey and, as a result, analysis was not meaningful at the local health district level.

# Utah WIC Participant Survey 2004: Quick View

## Service Awareness & Utilization

- 41% said they had not missed an appointment with WIC.
- 81% mentioned they knew WIC provides breastfeeding classes.
- 46% reported they were aware that WIC provides support for breastfeeding.
- 18% reported they didn't have a way to get to the WIC clinic for an appointment.
- 59% said none of the WIC requirements were hard for them to complete.
- 8% indicated they couldn't come to the clinic during the hours they were open.
- 17% said bringing their children to the clinic was the hardest WIC requirement for them.
- 28% of survey participants or their children had been on the WIC program for 1-2 years.

## WIC Clinic Performance

- 94% reported WIC services were either excellent or good.
- 78% indicated it took them 1 hour or less to complete their last appointment.
- 49% said the reason for their last appointment was to attend a class.
- 55% of those who attended a WIC class reported it took them 1 hour or less to complete.

## Nutrition Education

- 56% reported they preferred to attend a WIC class if they could choose how WIC gives them information about nutrition.
- 58% said they preferred to take a packet of information home to read if they could choose how WIC gives them information about nutrition.
- 58% reported their family eats more fruits and vegetables since they started coming to WIC.
- 48% said they and their family drink less sodas and sweetened drinks because they started coming to WIC.
- 42% reported they have access to the Internet at home.

## Breastfeeding

37% of participants responded to breastfeeding questions.

58% of participants who responded to breastfeeding questions reported WIC helped them with breastfeeding classes.

## WIC Vouchers

96% reported WIC clinic staff told them how to use their vouchers at the store.

97% of participants rated their understanding of how to use vouchers as either excellent or good.

56% said a cashier told them they sometimes picked the wrong WIC foods.

66% indicated they usually spend more than \$20 on other groceries when they use their WIC vouchers.

## Folic Acid

18% reported they received a free bottle of multivitamins (with folic acid) in the clinic.

89% of those who received multivitamins (with folic acid) reported they took the multivitamins.

61% of those who took the multivitamins finished the bottle.

11% did not take the multivitamins even though they received them from the clinic. When asked why they did not take them, more than one-third (35%) said they forgot.

## Demographics

30% of participants were in the 30 years and over age group.

56% had either a high school degree or some college education.

32% indicated they had less than a high school degree.

39% identified themselves as Hispanic.

56% identified their race as White.

50% of participants reported they are a parent and/or guardian of a child on WIC.

## Statewide Data Summary

The following summary data are organized by category and question number. The total number of surveys collected was 4,631. For each question, the total, or “n”, may be less than 4,631 depending on the number of WIC participants who responded. Questions were analyzed accordingly. Those who completed the survey in Spanish are referred to as “Spanish”, or “Spanish speakers”. Those who completed the questionnaire in English are referred to as “English”, or “English speakers”. These categories simply indicate language preference and cannot be used to assume race or ethnicity. Overall, 3,210 (69%) participants completed questionnaires in English and 1,421 (31%) completed questionnaires in Spanish.

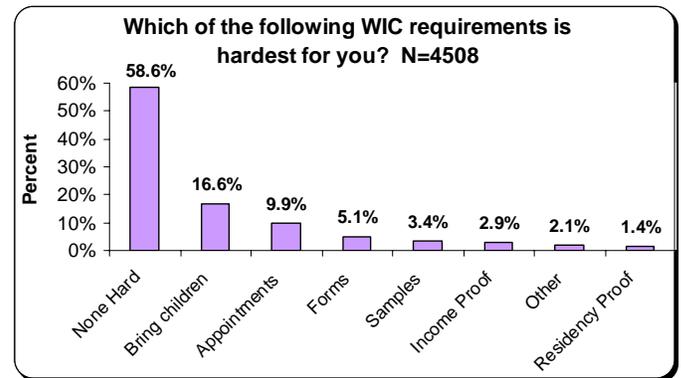
### Service Awareness & Utilization

#### Q1. Do you know WIC provides...? (check all that apply)

WIC participants responded the most (81.3%) to knowing that breastfeeding classes are provided at clinics. Participants did not, however, respond as much to knowing that WIC provides hand breast pumps (46.2%) and support from breastfeeding staff (45.8%). More than half (57.7%) responded that they know WIC provides support from breastfeeding Peer Counselors and 73.9% said they know about extra food for breastfeeding mothers.

#### Q2. Which of the following WIC requirements is hardest for you? (n=4508)

Of the participants surveyed, 16.6% indicated that bringing their children to the clinic was hardest. For participants who completed the questionnaire in English, nearly one-fifth (19.8%) said bringing their children was the hardest WIC requirement. However, only 9.2% of participants who completed the survey in Spanish said this was the hardest requirement. Most respondents (58.6%) said that none of the specified requirements were hard.



#### Q3. If you have missed an appointment in the past, why did you miss it? (check all that apply)

Only eighteen percent (17.7%) said they missed an appointment due to not always having a way to the clinic. This problem is more significant among Spanish speakers, as nearly one in three (29.1%) cited this problem.

#### Q24. How long have you or your children been on the WIC program? (n=4410)

Twenty eight percent (28.4%) of participants mentioned that they or their children have been on the WIC program for 1-2 years. More than one-fifth (22.7%) said they have been on WIC for 6-12 months. One fifth (20.9%) of participants marked that they were on WIC for 3-5 years. Only 18.4% of participants were on WIC for less than 6 months.

### WIC Clinic Performance

#### Q4. What was the reason for your last appointment with the WIC clinic? (n=4509)

Nearly half (49.0%) of the respondents indicated that the reason for their last appointment with the WIC clinic was for a class. Forty percent (41.1%) said their last appointment was for certification. The remainder (9.9%) said their appointment was for “other” reasons.

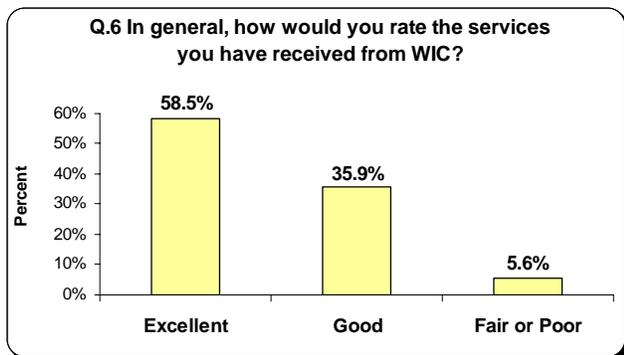
#### Q5. How long did your last appointment take to complete? (n=4511)

Half of respondents (49.6%) reported it took ½ hour to 1 hour to complete their last appointment. Close to one-third (28.5%) indicated their appointment was less than ½

hour. Very few respondents' appointments lasted either 2 hours (5.7%) or more than two hours (2.6%). Of participants who came for certification, only 17.0% said their last appointment took less than ½ hour; twice as many respondents (35.6%) marked that their last appointment was a WIC class. For the same groups, 21.7% of those who went for certification marked their appointment took one-and-a-half hours, whereas, 7.1% of those who attended a class marked the same amount of time.

**Q6. In general, how would you rate the services you have received from WIC? (n=4582)**

When asked to rate the services received from WIC, 58.5% of respondents said that services were excellent. Only 5.6% rated services as either fair or poor.



**Nutrition Education**

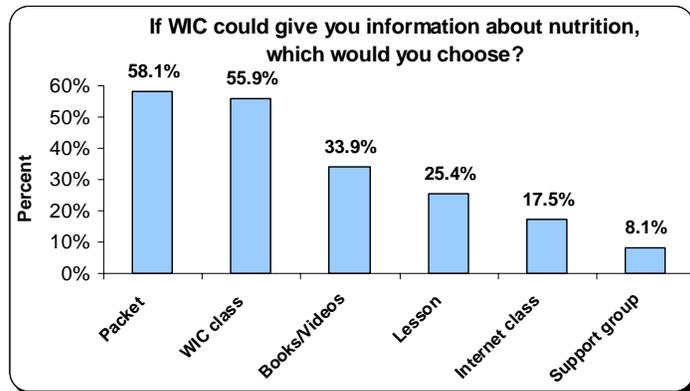
**Q7. How much time are you able to spend in the clinic to get the required nutrition education? (n=4545)**

A little more than half (54.6%) of survey participants said they were able to spend up to 30 minutes in the clinic to get the required nutrition education. Thirty-nine percent (38.8%) indicated that they were able to spend 45 minutes to one hour in the clinic to get nutrition education. Only 6.6% said they are able to spend more than one hour.

**Q8. If WIC could give you information about nutrition in any of the following ways, which would you choose? (check all that apply)**

When selecting a preferred way to receive

nutrition information, more than half (58.1%) of participants indicated they would take a packet of information home to read. Another half of respondents (55.9%) said they would choose to attend a WIC class for nutrition information. About one-third (33.9%) said they would choose to check out nutrition books or videos to use at home for their nutrition education. Spanish speaking participants preferred attending WIC class compared to English speaking participants (67.5% vs. 50.7%).



**Q9. What changes have you and your family made because you started coming to WIC? (check all that apply)**

Fifty-eight percent (57.8%) of respondents reported that they eat more fruits and vegetables because they started coming to WIC. Nearly half of survey takers (48.0%) mentioned that they drink less sodas and sweetened drinks because they started WIC. Close to half of participants (45.6%) said they eat more iron-rich foods since participating in the program. There were 40.4% of survey participants that mentioned they have changed to giving their baby juice in a cup, not in a bottle. However, for mothers who had been on the WIC program for less than six months, only 16.0% responded to giving their baby juice in a cup and not in a bottle. A little more than one-third of participants (37.4%) said they now eat less foods that are high in fat. Another one-third (33.5%) said that because of coming to WIC they spend more time eating as a family at the table. Generally, participants whose families had been on WIC for a shorter period had made fewer changes.

For English and Spanish surveys, 36.5% of Spanish survey participants breastfed their baby

longer in comparison to 18.8% of English survey takers. As well, 57.1% of Spanish participants changed to giving juice to their baby in a cup and 33.0% of English participants did the same. Lastly, 56.2% of Spanish-speaking participants said they made changes to get their kids' immunizations while 15.7% of English-speaking participants marked the same.

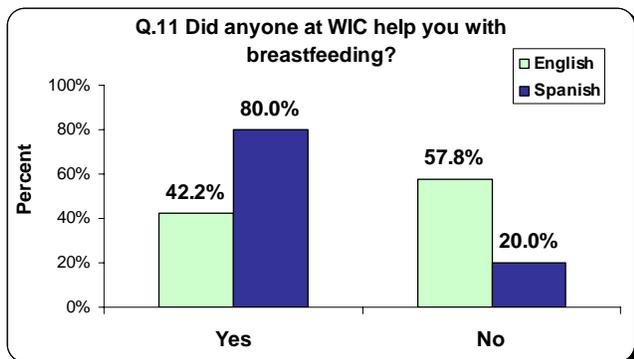
**Q22. Do you have access to the Internet at...? (check all that apply)**

The largest proportion of participants (42.2%) said they have access to the Internet at home. Almost one-fifth (19.4%) mentioned they have access to the Internet at the public library. In contrast, nearly one-third (30.3%) of survey takers said they don't have access to a computer with the Internet. For Spanish participants, only 14.1% said they have access to the Internet at home and 54.6% said they don't have access to a computer with the Internet. This is in comparison to 19.5% of English participants who don't have access to a computer with the Internet and 54.6% who had access to the Internet at home.

**Breastfeeding**

**Q11. Did anyone at WIC help you with breastfeeding? (n=1705)**

For all English and Spanish survey participants combined, 57.5% said that someone at WIC helped them with breastfeeding. However, when looked at separately, 80.0% of Spanish participants said someone at WIC helped them with breastfeeding and only 42.2% of English participants marked the same.



**Q12. How did WIC help you with breastfeeding? (check all that apply)**

Of participants who answered 'yes' in question 11, 73.1% said that WIC helped them with breastfeeding through classes. Others (65.3%) mentioned they got help with breastfeeding by extra food for breastfeeding moms. "Support from WIC breastfeeding staff" was chosen by 38.9% of participants and 36.4% said they had support from Peer Counselors. For English and Spanish participants, 51.2% of English participants said they received help through WIC breastfeeding classes whereas 73.0% of Spanish participants indicated they received the same help.

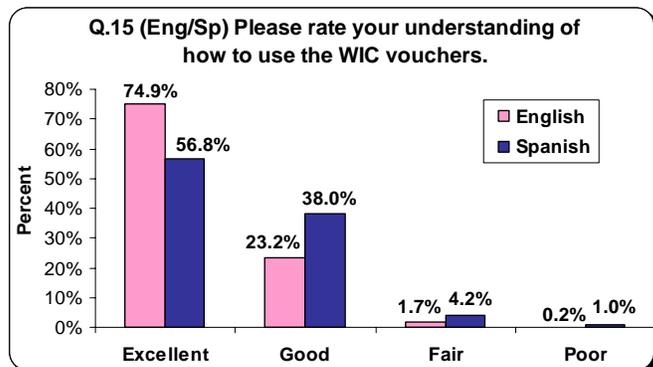
**WIC Vouchers**

**Q14. Did the WIC clinic staff tell you how to use your WIC vouchers at the store? (n=4470)**

Overall, 95.9% reported that the WIC clinic staff told them how to use their WIC vouchers at the store.

**Q15. Please rate your understanding of how to use the WIC vouchers. (n=4477)**

The majority of WIC participants (69.5%) rated their understanding of how to use WIC vouchers as excellent. Close to one-third (27.6%) said their understanding of how to use the vouchers was good. Over one-half (56.8%) of Spanish survey participants rated their understanding of how to use the WIC vouchers as excellent compared to 74.9% of English participants.



**Q16. How often has a cashier told you that you picked the wrong WIC foods? (n=4433)**

There were 55.7% of survey participants who said that a cashier sometimes said they picked the wrong WIC foods. A little more than one-third (38.3%) said a cashier never told them that they picked the wrong WIC foods. Only 5.9% of participants said that a cashier told them they picked the wrong WIC foods almost every time. Ten percent of Spanish speakers said they were informed of this almost every time compared to 4.1% of English participants.

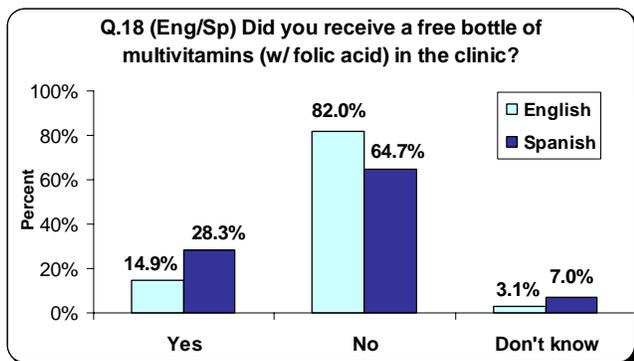
**Q17. When you use your WIC vouchers, how much do you usually spend on other groceries? (n=4382)**

One-quarter of participants (25.7%) reported that they usually spend \$50 or more on other groceries when they use their WIC vouchers. About one-fifth (19.2%) said they spend between \$11 and \$20 on other groceries while using their WIC vouchers. Close to another fifth (18.6%) spend between \$21 and \$30.

**Folic Acid**

**Q18. Did you receive a free bottle of multivitamins (with folic acid) in the clinic? (n=4206)**

Nearly one-fifth (18.4%) of respondents reported that they had received a free bottle of multivitamins (with folic acid) in the clinic. Of Spanish participants, 28.3% said they received multivitamins in the clinic compared to 14.9% of English participants.



**Q19. Did you take these multivitamins with folic acid? (n=753)**

The majority (88.8%) of those who received multivitamins took them. Only 11.2% of those who received vitamins did not take them.

**Q20. How much did you take? (n=637)**

Of those who reported they took the multivitamins with folic acid, 61.4% said they finished the bottle they had received in the clinic (24.8% of those who finished their bottle got another one); 38.6% only took part of the bottle.

**Q21. Why didn't you take them? (n=60)**

Of those who received a bottle of multivitamins but did not take them, more than one-third (35.0%) reported they forgot to take them. About one in four (23.3%) said the multivitamins make them sick to their stomach. There were 15.0% of participants who said they didn't know they should have taken the vitamins and another 15.0% said they do not like to take pills.

**Demographics**

**Q23. Are you: (pregnant and on WIC, Parent of an infant on WIC, etc.)? (check all that apply)**

The largest percent of survey participants (49.7%) said they were a parent and/or guardian of a child on WIC. One-third of participants (33.0%) said they were a parent and/or guardian of an infant on WIC. When comparing English and Spanish participants, 41.2% of English participants said they were a parent and/or guardian of an infant on WIC while 14.6% of Spanish participants said they are a parent and/or guardian of an infant on WIC.

**Q25. How many infants and/or children do you have on the WIC program right now? (n=4454)**

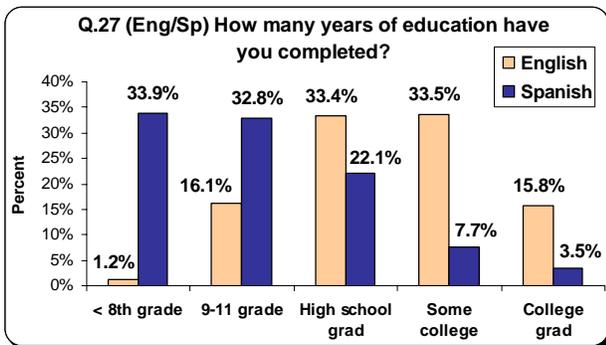
Most respondents (55.1%) answered they had one infant and/or child on the WIC program. Just under one-third (30.8%) of participants marked they had two infants and/or children on the WIC program.

**Q26. What is your age? (n=4151)**

Ages of respondents were categorized into three groups: under 20 years, 20 to 29, and 30 plus. For statewide, most respondents (62.3%) fit into the 20 to 29 grouping. The 30+ age group had 29.8% of respondents and less than 20 years had 7.9%. There was a notable difference in age distribution between English and Spanish. The majority of English participants (65.7%) were between 20 to 29 years, while 53.5% of Spanish participants fell in this age group. One fourth of English participants (25.1%) were 30+ years compared to 41.7% of Spanish participants.

**Q27. How many years of education have you completed? (n=4424)**

Almost one-third of WIC survey respondents (31.6%) marked their education level less than a high school graduate. Close to another one-third (30.1%) of all participants said they were a high school graduate. There were 26.0% who said they had “some college” education and only 12.3% marked that they were a college graduate. Two-thirds (66.7%) of Spanish survey participants indicated their education level was less than a high school graduate.



**Q28. Are you of Hispanic origin? (n=4441)**

There were 39.0% of respondents who said they were of Hispanic origin.

**Q29. Please indicate your race(s) from the following list. (check all that apply)**

More than half of survey participants (55.9%) said that their race was white. One-fifth of participants (21.1%) marked “other” for their racial category.

## **APPENDIX A**

### **Statewide Data Tables**

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**WIC Participant Satisfaction Survey 2004 Results  
Statewide Data (including English & Spanish versions)**

	Statewide		Version of Survey			
<b>1. Do you know WIC provides...? (check all that apply)</b>	<b>State #</b>	<b>Percent</b>	<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
a. Breastfeeding classes	3763	81.3	2621	81.7	1142	80.4
b. Extra food for breastfeeding moms	3420	73.9	2504	78.0	916	64.5
c. Support from breastfeeding Peer Counselors	2674	57.7	1848	57.6	826	58.1
d. Support from WIC breastfeeding staff	2120	45.8	2120	66.0	0	0.0
e. Hand breast pumps	2138	46.2	1529	47.6	609	42.9
<b>2. Which of the following WIC requirements is hardest for you? (check only one)</b>	<b>State #</b>	<b>Percent</b>	<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
a. Keeping appointments	448	9.9	333	10.5	115	8.6
b. Completing forms	229	5.1	114	3.6	115	8.6
c. Getting height, weight and blood sample	153	3.4	109	3.4	44	3.3
d. Bringing in proof of income and identity	131	2.9	77	2.4	54	4.1
e. Bringing in proof of residency	62	1.4	47	1.5	15	1.1
f. Bringing my children	749	16.6	627	19.8	122	9.1
g. Other	96	2.1	79	2.5	17	1.3
h. None of these are hard	2640	58.6	1788	56.3	852	63.9
<i>Total Response</i>	<i>4508</i>	<i>100.0</i>	<i>3174</i>	<i>100.0</i>	<i>1334</i>	<i>100.0</i>
<i>Missing</i>	<i>123</i>		<i>36</i>		<i>87</i>	
<i>Total</i>	<i>4631</i>		<i>3210</i>		<i>1421</i>	
<b>3. If you have missed an appointment in the past, why did you miss it? (check all that apply)</b>	<b>State #</b>	<b>Percent</b>	<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
a. I couldn't come during the <u>hours</u> they were open.	368	7.9	259	8.1	109	7.7
b. I couldn't come on the <u>days</u> they were open.	154	3.3	110	3.4	44	3.1
c. I didn't have a way to get to the WIC clinic.	820	17.7	406	12.6	414	29.1
d. I wasn't reminded by WIC of my appointment.	610	13.2	457	14.2	153	10.8
e. I don't live close to the WIC clinic.	210	4.5	108	3.4	102	7.2
f. My children and/or I was sick.	691	14.9	688	21.4	*	*
g. I have not missed an appointment.	1915	41.4	1295	40.3	620	43.6

\*This response was omitted from the Spanish version of the survey.

<b>4. What was the reason for your last appointment with the WIC clinic? (check only one)</b>
a. Certification
b. Class
c. Other
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>State #</b>	<b>Percent</b>
1854	41.1
2211	49.0
444	9.9
4509	100.0
122	
4631	

<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
1367	43.2	487	36.2
1475	46.6	736	54.7
322	10.2	122	9.1
3164	100.0	1345	100.0
46		76	
3210		1421	

<b>5. How long did your last appointment take to complete? (check only one)</b>
a. Less than 1/2 hour
b. 1/2 hour to 1 hour
c. 1 1/2 hours
d. 2 hours
e. More than 2 hours
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>State #</b>	<b>Percent</b>
1287	28.5
2238	49.6
610	13.5
257	5.7
119	2.7
4511	100.0
120	
4631	

<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
816	25.9	471	34.6
1634	51.9	604	44.4
430	13.6	180	13.3
186	5.9	71	5.2
85	2.7	34	2.5
3151	100.0	1360	100.0
59		61	
3210		1421	

<b>6. In general, how would you rate the services you have received from WIC? (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>State #</b>	<b>Percent</b>
2680	58.5
1647	35.9
225	4.9
30	0.7
4582	100.0
49	
4631	

<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
1863	58.5	817	58.4
1175	36.9	472	33.8
129	4.1	96	6.9
17	0.5	13	0.9
3184	100.0	1398	100.0
26		23	
3210		1421	

<b>7. How much time are you able to spend in the clinic to get the required nutrition education? (check only one)</b>
a. Up to 30 minutes
b. Up to 45 minutes
c. Up to 1 hour
d. More than 1 hour
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>State #</b>	<b>Percent</b>
2481	54.6
886	19.5
878	19.3
300	6.6
4545	100.0
86	
4631	

<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
1662	52.6	819	59.1
656	20.8	230	16.6
664	21.0	214	15.4
177	5.6	123	8.9
3159	100.0	1386	100.0
51		35	
3210		1421	

<b>8. If WIC could give you information about nutrition in any of the following ways, which would you choose? (check all that apply)</b>
a. Attend a WIC class
b. Check out nutrition books or videos to use at home
c. Complete an Internet class
d. Attend a support group such as La Leche League
e. Take a packet of information home to read
f. Read a short nutrition lesson in the WIC clinic

State #	Percent
2587	55.9
1569	33.9
809	17.5
374	8.1
2690	58.1
1174	25.4

English #	Percent	Spanish #	Percent
1628	50.7	959	67.5
948	29.5	621	43.7
715	22.3	94	6.6
236	7.4	138	9.7
2004	62.4	686	48.3
760	23.7	414	29.1

<b>9. What changes have you and your family made because you started coming to WIC? (check all that apply)</b>
a. Eat more fruits and vegetables
b. Eat more iron-rich foods
c. Eat less foods that are high in fat
d. Eat less super-sized portions
e. Drink less sodas and sweetened drinks
f. Breastfed my baby longer
g. Smoke less or quit smoking
h. Watch less TV and video games
i. Do more physical activities
j. Spend more time eating as a family at the table
k. Give juice to my baby in a cup, not in a bottle
l. Got my kids' immunizations
m. No changes were needed
n. No changes were made

State #	Percent
2677	57.8
2110	45.6
1732	37.4
1166	25.2
2221	48.0
1122	24.2
514	11.1
901	19.5
1487	32.1
1552	33.5
1870	40.4
1303	28.1
541	11.7
320	6.9

English #	Percent	Spanish #	Percent
1690	52.6	987	69.5
1229	38.3	881	62.0
993	31.0	739	52.0
803	33.4	363	25.5
1384	43.1	837	58.9
603	18.8	519	36.5
326	10.2	188	13.2
524	16.3	377	26.5
933	29.1	554	39.0
938	29.2	614	43.2
1058	33.0	812	57.1
505	15.7	798	56.2
456	14.2	85	6.0

Question #10 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>11. Did anyone at WIC help you with breast-feeding? (check only one)</b> The number of respondents to this question was 36.8% of total respondents.
a. Yes
b. No (skip to question #13)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
980	57.5
725	42.5
1705	100.0
2926	
4631	

English #	Percent	Spanish #	Percent
428	42.2	552	80.0
587	57.8	138	20.0
1015	100.0	690	100.0
2195		731	
3210		1421	

<b>12. How did WIC help you with breastfeeding?</b>
The following responses are based on the number of 'yes' responses to question #11.
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Getting a hand pump
f. Getting an electric pump
g. Getting help using a pump
h. Other

State #	Percent
716	73.1
640	65.3
357	36.4
381	38.9
246	25.1
132	13.5
138	14.1
72	7.3

English #	Percent	Spanish #	Percent
219	51.2	403	73.0
231	54.0	285	51.6
110	25.7	215	38.9
165	38.6	188	34.1
115	26.9	100	18.1
77	18.0	44	8.0
48	11.2	78	14.1
24	5.6	15	2.7

Question #13 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>14. Did the WIC clinic staff tell you how to use your WIC vouchers at the store? (check only one)</b>
a. Yes
b. No
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
4288	95.9
182	4.1
4470	100.0
161	
4631	

English #	Percent	Spanish #	Percent
2998	95.8	1290	96.2
131	4.2	51	3.8
3129	100.0	1341	100.0
81		80	
3210		1421	

<b>15. Please rate your understanding of how to use the WIC vouchers. (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
3111	69.5
1237	27.6
111	2.5
18	0.4
4477	100.0
154	
4631	

English #	Percent	Spanish #	Percent
2349	74.9	762	56.8
727	23.2	510	38.0
54	1.7	57	4.2
5	0.2	13	1.0
3135	100.0	1342	100.0
75		79	
3210		1421	

<b>16. How often has a cashier told you that you picked the wrong WIC foods? (check only one)</b>
a. Almost every time
b. Sometimes
c. Never
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
262	5.9
2471	55.7
1700	38.4
4433	100.0
198	
4631	

English #	Percent	Spanish #	Percent
129	4.1	133	10.0
1748	56.3	723	54.5
1229	39.6	471	35.5
3106	100.0	1327	100.0
104		94	
3210		1421	

17. When you use your WIC vouchers, how much do you usually spend on other groceries? (check only one)
a. \$0
b. \$1 - \$10
c. \$11 - \$20
d. \$21 - \$30
e. \$31 - \$40
f. \$41 - \$50
g. \$50 or more
Total Response
Missing
Total

State #	Percent
295	6.7
354	8.1
840	19.2
814	18.6
501	11.4
450	10.3
1128	25.7
4382	100.0
249	
4631	

English #	Percent	Spanish #	Percent
165	5.3	130	10.1
237	7.7	117	9.1
617	19.9	223	17.4
563	18.2	251	19.5
351	11.3	150	11.7
321	10.4	129	10.1
844	27.2	284	22.1
3098	100.0	1284	100.0
112		137	
3210		1421	

18. Did you receive a free bottle of multi-vitamins (with folic acid) in the clinic? (check only one)
a. Yes
b. No (skip to Section 6, question #22)
c. Don't know (skip to Section 6, question #22)
Total Response
Missing
Total

State #	Percent
775	18.4
3259	77.5
172	4.1
4206	100.0
425	
4631	

English #	Percent	Spanish #	Percent
464	14.9	311	28.3
2547	82.0	712	64.7
95	3.1	77	7.0
3106	100.0	1100	100.0
104		321	
3210		1421	

19. Did you take these multivitamins with folic acid? (check only one) The following responses are based on the number of 'yes' responses to question #18.
a. Yes
b. No (skip to question #21)
Total Response
Missing
Total

State #	Percent
669	88.8
84	11.2
753	100.0
22	
775	

English #	Percent	Spanish #	Percent
401	87.4	268	91.2
58	12.6	26	8.8
459	100.0	294	100.0
5		17	
464		311	

20. How much did you take? (check only one) The following responses are based on the number of 'yes' responses to question #19.
a. Part of bottle
b. Finished bottle (skip to Section 6, question #22)
c. Finished bottle & got another bottle (skip to Section 6, question #22)
Total Response
Missing
Total

State #	Percent
246	38.6
294	46.2
97	15.2
637	100.0
32	
669	

English #	Percent	Spanish #	Percent
163	41.6	83	33.9
170	43.4	124	50.6
59	15.0	38	15.5
392	100.0	245	100.0
9		23	
401		268	

<b>21. Why didn't you take them? (check only one)</b> The following responses are based on the number of 'no' responses to question #19.	
a. I forgot	
b. I didn't know I should	
c. I didn't think I'd get pregnant	
d. I thought I'd gain weight	
e. It makes me sick to my stomach	
f. I get my vitamins from food	
g. I am too busy	
h. I do not like to take pills	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

State #	Percent
21	35.0
9	15.0
0	0.0
2	3.3
14	23.3
4	6.7
1	1.7
9	15.0
60	100.0
24	
84	

English #	Percent	Spanish #	Percent
18	41.9	3	17.7
5	11.6	4	23.5
0	0.0	0	0.0
0	0.0	2	11.8
10	23.3	4	23.5
3	7.0	1	5.9
1	2.3	0	0.0
6	14.0	3	17.7
43	100.0	17	100.0
15		9	
58		26	

<b>22. Do you have access to the Internet at (check all that apply):</b>	
a. Home	
b. Work or school	
c. Public library	
d. I don't have access to a computer with the Internet	
e. I have not been shown how to use the Internet	

State #	Percent
1953	42.2
641	13.8
897	19.4
1401	30.3
410	8.9

English #	Percent	Spanish #	Percent
1753	54.6	200	14.1
580	18.1	61	4.3
895	28.0	2	0.1
625	19.5	776	54.6
92	2.9	318	22.4

<b>23. Are you (check all that apply):</b>	
a. Pregnant and on WIC	
b. Breastfeeding and on WIC	
c. Postpartum (just had a baby and not breastfeeding)	
d. Parent and/or guardian of an infant on WIC	
e. Parent and/or guardian of a child on WIC	

State #	Percent
786	17.0
784	16.9
437	9.4
1529	33.0
2300	49.7

English #	Percent	Spanish #	Percent
549	17.1	237	16.7
555	17.3	229	16.1
362	11.3	75	5.3
1322	41.2	207	14.6
1638	51.0	662	46.6

<b>24. How long have you or your children been on the WIC program? (Check only one)</b>	
a. Less than 6 months	
b. 6-12 months	
c. 1-2 years	
d. 3-5 years	
e. More than 5 years	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

State #	Percent
811	18.4
999	22.7
1253	28.4
920	20.9
427	9.7
4410	100.0
221	
4631	

English #	Percent	Spanish #	Percent
678	21.8	133	10.3
764	24.5	235	18.2
826	26.5	427	33.0
565	18.1	355	27.5
284	9.1	143	11.0
3117	100.0	1293	100.0
93		128	
3210		1421	

<b>25. How many infants and/or children do you have on the WIC program right now? (check only one)</b>
a. 1
b. 2
c. 3
d. 4
e. More than 4
f. None
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
2455	55.1
1372	30.8
291	6.5
40	0.9
14	0.3
282	6.3
4454	100.0
177	
4631	

English #	Percent	Spanish #	Percent
1644	52.3	811	61.8
1020	32.5	352	26.8
222	7.1	69	5.3
31	1.0	9	0.7
4	0.1	10	0.7
220	7.0	62	4.7
3141	100.0	1313	100.0
69		108	
3210		1421	

<b>26. What is your age?</b>
a. <20 years
b. 20-29 years
c. 30+ years
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
330	7.9
2584	62.3
1237	29.8
4151	100.0
480	
4631	

English #	Percent	Spanish #	Percent
274	9.2	56	4.8
1953	65.7	631	53.5
745	25.1	492	41.7
2972	100.0	1179	100.0
238		242	
3210		1421	

<b>27. How many years of education have you completed? (check only one)</b>
a. 8th grade or less
b. 9 <sup>th</sup> grade - 11 <sup>th</sup> grade
c. High school graduate
d. Some college
e. College graduate
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

State #	Percent
471	10.6
927	21.0
1332	30.1
1151	26.0
543	12.3
4424	100.0
207	
4631	

English #	Percent	Spanish #	Percent
37	1.2	434	33.9
507	16.1	420	32.8
1049	33.4	283	22.1
1052	33.5	99	7.7
498	15.8	45	3.5
3143	100.0	1281	100.0
67		140	
3210		1421	

<b>28. Are you of Hispanic origin? (check only one)</b>
a. Yes
b. No
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>State #</b>	<b>Percent</b>
1733	39.0
2708	61.0
4441	100.0
190	
4631	

<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
430	13.8	1303	98.9
2694	86.2	14	1.1
3124	100.0	1317	100.0
86		104	
3210		1421	

<b>29. Please indicate your race(s) from the following list. (check all that apply)</b>
a. White
b. Black or African American
c. American Indian or Alaskan Native
d. Asian
e. Pacific Islander/Native Hawaiian
f. Other

<b>State #</b>	<b>Percent</b>
2588	55.9
55	1.2
131	2.8
65	1.4
65	1.4
977	21.1

<b>English #</b>	<b>Percent</b>	<b>Spanish #</b>	<b>Percent</b>
2553	79.5	35	2.5
47	1.5	8	0.6
118	3.7	13	0.9
61	1.9	4	0.3
62	1.9	3	0.2
272	8.5	705	49.6

**APPENDIX B**

**Local Health District Data Tables:  
Bear River, Central, Davis**

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**WIC Participant Satisfaction Survey 2004 Results  
Bear River, Central, and Davis Local Health Departments**

**Local Health Departments**

	<b>Bear River, N=300</b>		<b>Central, N=271</b>		<b>Davis, N=315</b>	
<b>1. Do you know WIC provides...? (check all that apply)</b>	<b>Bear River #</b>	<b>Percent</b>	<b>Central #</b>	<b>Percent</b>	<b>Davis #</b>	<b>Percent</b>
a. Breastfeeding classes	271	90.3	217	80.1	255	81.0
b. Extra food for breastfeeding moms	247	82.3	206	76.0	248	78.7
c. Support from breastfeeding Peer Counselors	192	64.0	152	56.1	164	52.1
d. Support from WIC breastfeeding staff	188	62.7	132	48.7	168	53.3
e. Hand breast pumps	164	54.7	123	45.4	149	47.3
<b>2. Which of the following WIC requirements is hardest for you? (check only one)</b>	<b>Bear River #</b>	<b>Percent</b>	<b>Central #</b>	<b>Percent</b>	<b>Davis #</b>	<b>Percent</b>
a. Keeping appointments	19	6.4	47	17.7	19	6.1
b. Completing forms	19	6.4	6	2.3	17	5.5
c. Getting height, weight and blood sample	14	4.8	6	2.3	8	2.6
d. Bringing in proof of income and identity	10	3.4	9	3.4	5	1.6
e. Bringing in proof of residency	5	1.7	7	2.6	3	1.0
f. Bringing my children	58	19.7	33	12.4	61	19.6
g. Other	10	3.4	5	1.8	6	1.9
h. None of these are hard	160	54.2	153	57.5	192	61.7
<i>Total Response</i>	295	100.0	266	100.0	311	100.0
<i>Missing</i>	5		5		4	
<i>Total</i>	300		271		315	
<b>3. If you have missed an appointment in the past, why did you miss it? (check all that apply)</b>	<b>Bear River #</b>	<b>Percent</b>	<b>Central #</b>	<b>Percent</b>	<b>Davis #</b>	<b>Percent</b>
a. I couldn't come during the <u>hours</u> they were open.	22	7.3	25	9.2	28	8.9
b. I couldn't come on the <u>days</u> they were open.	5	1.7	9	3.3	9	2.9
c. I didn't have a way to get to the WIC clinic.	28	9.3	33	12.2	52	16.5
d. I wasn't reminded by WIC of my appointment.	38	12.7	46	17.0	35	11.1
e. I don't live close to the WIC clinic.	10	3.3	15	5.5	6	1.9
f. My children and/or I was sick.	28	9.3	52	19.2	65	20.6
g. I have not missed an appointment.	139	46.3	107	39.5	138	43.8

<b>4. What was the reason for your last appointment with the WIC clinic? (check only one)</b>
a. Certification
b. Class
c. Other
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
110	37.3	120	44.4	128	41.1
170	57.6	129	47.8	162	52.1
15	5.1	21	7.8	21	6.8
295	100.0	270	100.0	311	100.0
5		1		4	
300		271		315	

<b>5. How long did your last appointment take to complete? (check only one)</b>
a. Less than 1/2 hour
b. 1/2 hour to 1 hour
c. 1 1/2 hours
d. 2 hours
e. More than 2 hours
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
59	20.0	106	39.4	62	20.1
159	53.9	153	56.9	185	59.9
56	19.0	8	3.0	40	12.9
11	3.7	2	0.7	14	4.5
10	3.4	0	0.0	8	2.6
295	100.0	269	100.0	309	100.0
5		2		6	
300		271		315	

<b>6. In general, how would you rate the services you have received from WIC? (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
165	55.2	206	76.3	191	61.4
119	39.8	57	21.1	108	34.7
14	4.7	7	2.6	9	2.9
1	0.3	0	0.0	3	1.0
299	100.0	270	100.0	311	100.0
1		1		4	
300		271		315	

<b>7. How much time are you able to spend in the clinic to get the required nutrition education? (check only one)</b>
a. Up to 30 minutes
b. Up to 45 minutes
c. Up to 1 hour
d. More than 1 hour
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
153	51.7	149	54.9	147	47.0
68	23.0	53	19.6	80	25.6
55	18.6	53	19.6	67	21.4
20	6.7	16	5.9	19	6.0
296	100.0	271	100.0	313	100.0
4		0		2	
300		271		315	

<b>8. If WIC could give you information about nutrition in any of the following ways, which would you choose? (check all that apply)</b>
a. Attend a WIC class
b. Check out nutrition books or videos to use at home
c. Complete an Internet class
d. Attend a support group such as La Leche League
e. Take a packet of information home to read
f. Read a short nutrition lesson in the WIC clinic

Bear River #	Percent	Central #	Percent	Davis #	Percent
177	59.0	161	59.4	166	52.7
108	36.0	103	38.0	88	27.9
84	28.0	50	18.5	81	25.7
22	7.3	21	7.7	19	6.0
170	56.7	167	61.6	210	66.7
74	24.7	83	30.6	86	27.3

<b>9. What changes have you and your family made because you started coming to WIC? (check all that apply)</b>
a. Eat more fruits and vegetables
b. Eat more iron-rich foods
c. Eat less foods that are high in fat
d. Eat less super-sized portions
e. Drink less sodas and sweetened drinks
f. Breastfed my baby longer
g. Smoke less or quit smoking
h. Watch less TV and video games
i. Do more physical activities
j. Spend more time eating as a family at the table
k. Give juice to my baby in a cup, not in a bottle
l. Got my kids' immunizations
m. No changes were needed
n. No changes were made

Bear River #	Percent	Central #	Percent	Davis #	Percent
155	51.7	158	58.3	186	59.0
108	36.0	123	45.4	158	50.2
90	30.0	87	32.1	125	39.7
71	23.7	70	25.8	98	31.1
132	44.0	121	44.6	161	51.1
78	26.0	57	21.0	64	20.3
25	8.3	31	11.4	41	13.0
44	14.7	52	19.2	61	19.4
78	26.0	74	27.3	105	33.3
94	31.3	91	33.6	105	33.3
117	39.0	97	35.8	136	43.2
60	20.0	82	30.3	69	21.9
41	13.7	28	10.3	32	10.2
16	5.3	15	5.5	16	5.1

Question #10 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>11. Did anyone at WIC help you with breast-feeding? (check only one)</b>
a. Yes
b. No (skip to question #13)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
Respondents were 37.7% of the total N.		Respondents were 32.5% of the total N.		Respondents were 29.2% of the total N.	
57	50.4	37	42.0	50	54.3
56	49.6	51	58.0	42	45.7
113	100.0	88	100.0	92	100.0
187		183		223	
300		271		315	

<b>12. How did WIC help you with breastfeeding?</b>
The following responses are based on the number of 'yes' responses to question #11.
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Getting a hand pump
f. Getting an electric pump
g. Getting help using a pump
h. Other

Bear River #	Percent	Central #	Percent	Davis #	Percent
33	57.9	18	48.6	29	58.0
25	43.9	17	45.9	34	68.0
23	40.4	11	29.7	16	32.0
22	38.6	13	35.1	19	38.0
14	24.6	6	16.2	11	22.0
13	22.8	5	13.5	7	14.0
4	7.0	3	8.1	8	16.0
3	5.3	3	8.1	1	2.0

Question #13 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>14. Did the WIC clinic staff tell you how to use your WIC vouchers at the store? (check only one)</b>
a. Yes
b. No
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
286	97.3	255	96.6	301	98.0
8	2.7	9	3.4	6	2.0
294	100.0	264	100.0	307	100.0
6		7		8	
300		271		315	

<b>15. Please rate your understanding of how to use the WIC vouchers. (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
208	71.0	200	75.5	240	78.4
78	26.6	60	22.6	63	20.6
7	2.4	4	1.5	3	1.0
0	0.0	1	0.4	0	0.0
293	100.0	265	100.0	306	100.0
7		6		9	
300		271		315	

<b>16. How often has a cashier told you that you picked the wrong WIC foods? (check only one)</b>
a. Almost every time
b. Sometimes
c. Never
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
16	5.5	12	4.6	14	4.6
190	64.8	145	55.6	166	55.0
87	29.7	104	39.8	122	40.4
293	100.0	261	100.0	302	100.0
7		10		13	
300		271		315	

<b>17. When you use your WIC vouchers, how much do you usually spend on other groceries? (check only one)</b>
a. \$0
b. \$1 - \$10
c. \$11 - \$20
d. \$21 - \$30
e. \$31 - \$40
f. \$41 - \$50
g. \$50 or more
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
13	4.5	15	5.8	36	11.8
23	7.9	23	8.8	20	6.6
65	22.4	51	19.5	53	17.4
59	20.4	53	20.3	51	16.8
31	10.7	30	11.5	28	9.2
32	11.0	25	9.6	30	9.9
67	23.1	64	24.5	86	28.3
290	100.0	261	100.0	304	100.0
10		10		11	
300		271		315	

<b>18. Did you receive a free bottle of multi-vitamins (with folic acid) in the clinic? (check only one)</b>
a. Yes
b. No (skip to Section 6, question #22)
c. Don't know (skip to Section 6, question #22)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
49	17.2	31	12.4	50	16.7
229	80.4	211	84.4	241	80.3
7	2.5	8	3.2	9	3.0
285	100.0	250	100.0	300	100.0
15		21		15	
300		271		315	

<b>19. Did you take these multivitamins with folic acid? (check only one)</b>	
<i>The following responses are based on the number of 'yes' responses to question #18.</i>	
a. Yes	
b. No (skip to question #21)	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

Bear River #	Percent	Central #	Percent	Davis #	Percent
43	89.6	27	87.1	44	91.7
5	10.4	4	12.9	4	8.3
48	100.0	31	100.0	48	100.0
1		0		2	
49		31		50	

<b>20. How much did you take? (check only one)</b>	
<i>The following responses are based on the number of 'yes' responses to question #19.</i>	
a. Part of bottle	
b. Finished bottle (skip to Section 6, question #22)	
c. Finished bottle & got another bottle	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

Bear River #	Percent	Central #	Percent	Davis #	Percent
18	42.9	12	44.5	18	42.9
19	45.2	9	33.3	21	50.0
5	11.9	6	22.2	3	7.1
42	100.0	27	100.0	42	100.0
1		0		2	
43		27		44	

Question #21 was not analyzed for local health districts due to the small number of responses (N=84) at the state level.

<b>22. Do you have access to the Internet at (check all that apply):</b>
a. Home
b. Work or school
c. Public library
d. I don't have access to a computer with the Internet
e. I have not been shown how to use the Internet

Bear River #	Percent	Central #	Percent	Davis #	Percent
180	60.0	117	43.2	186	59.0
52	17.3	32	11.8	50	15.9
69	23.0	61	22.5	63	20.0
54	18.0	81	29.9	63	20.0
11	3.7	18	6.6	19	6.0

<b>23. Are you (check all that apply):</b>
a. Pregnant and on WIC
b. Breastfeeding and on WIC
c. Postpartum (just had a baby and not breastfeeding)
d. Parent and/or guardian of an infant on WIC
e. Parent and/or guardian of a child on WIC

Bear River #	Percent	Central #	Percent	Davis #	Percent
49	16.3	46	17.0	45	14.3
61	20.3	45	16.6	38	12.1
26	8.7	26	9.6	34	10.8
119	39.7	108	39.9	117	37.1
168	56.0	139	51.3	178	56.5

<b>24. How long have you or your children been on the WIC program? (Check only one)</b>
a. Less than 6 months
b. 6-12 months
c. 1-2 years
d. 3-5 years
e. More than 5 years
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
56	19.1	38	14.4	54	17.3
68	23.2	57	21.5	68	21.8
82	28.0	61	23.0	82	26.3
57	19.5	65	24.5	83	26.6
30	10.2	44	16.6	25	8.0
293	100.0	265	100.0	312	100.0
7		6		3	
300		271		315	

<b>25. How many infants and/or children do you have on the WIC program right now? (check only one)</b>
a. 1
b. 2
c. 3
d. 4
e. More than 4
f. None
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Bear River #	Percent	Central #	Percent	Davis #	Percent
152	52.1	141	53.0	171	55.0
108	37.0	85	32.0	98	31.5
15	5.1	17	6.4	28	9.0
0	0.0	4	1.5	4	1.3
0	0.0	0	0.0	0	0.0
17	5.8	19	7.1	10	3.2
292	100.0	266	100.0	311	100.0
8		5		4	
300		271		315	

Question #26 on Age is included only in the statewide data tables.

<b>27. How many years of education have you completed? (check only one)</b>
a. 8th grade or less
b. 9 <sup>th</sup> grade - 11 <sup>th</sup> grade
c. High school graduate
d. Some college
e. College graduate
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Bear River #</b>	<b>Percent</b>	<b>Central #</b>	<b>Percent</b>	<b>Davis #</b>	<b>Percent</b>
15	5.1	19	7.1	14	4.5
36	12.4	46	17.3	45	14.6
87	29.9	87	32.7	110	35.7
96	33.0	82	30.9	104	33.8
57	19.6	32	12.0	35	11.4
291	100.0	266	100.0	308	100.0
9		5		7	
300		271		315	

<b>28. Are you of Hispanic origin? (check only one)</b>
a. Yes
b. No
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Bear River #</b>	<b>Percent</b>	<b>Central #</b>	<b>Percent</b>	<b>Davis #</b>	<b>Percent</b>
67	22.9	52	19.7	80	26.3
226	77.1	212	80.3	224	73.7
293	100.0	264	100.0	304	100.0
7		7		11	
300		271		315	

<b>29. Please indicate your race(s) from the following list. (check all that apply)</b>
a. White
b. Black or African American
c. American Indian or Alaskan Native
d. Asian
e. Pacific Islander/Native Hawaiian
f. Other

<b>Bear River #</b>	<b>Percent</b>	<b>Central #</b>	<b>Percent</b>	<b>Davis #</b>	<b>Percent</b>
229	76.3	210	77.5	215	68.3
1	0.3	1	0.4	8	2.5
4	1.3	8	3.0	3	1.0
1	0.3	1	0.4	8	2.5
0	0.0	1	0.4	9	2.9
37	12.3	37	13.7	54	17.1

## **APPENDIX C**

### **Local Health District Data Tables: Salt Lake, Southeast, Southwest**

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**WIC Participant Satisfaction Survey 2004 Results  
Salt Lake, Southeast, and Southwest Local Health Departments**

**Local Health Departments**

<b>Salt Lake, N=1,486</b>	<b>Southeast, N=153</b>	<b>Southwest, N=324</b>
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<b>1. Do you know WIC provides...? (check all that apply)</b>
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Hand breast pumps

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
1203	81.0	135	88.2	239	73.8
1002	67.4	126	82.4	251	77.5
858	57.7	103	67.3	178	54.9
530	35.7	112	73.2	184	56.8
596	40.1	92	60.1	164	50.6

<b>2. Which of the following WIC requirements is hardest for you? (check only one)</b>
a. Keeping appointments
b. Completing forms
c. Getting height, weight and blood sample
d. Bringing in proof of income and identity
e. Bringing in proof of residency
f. Bringing my children
g. Other
h. None of these are hard
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
140	9.8	25	16.8	39	12.4
86	6.0	6	4.0	20	6.3
51	3.6	4	2.7	9	2.9
54	3.8	7	4.7	4	1.3
22	1.5	2	1.3	9	2.9
236	16.4	18	12.1	58	18.4
29	2.0	2	1.3	5	1.6
817	56.9	85	57.1	171	54.2
1435	100.0	149	100.0	315	100.0
51		4		9	
1486		153		324	

<b>3. If you have missed an appointment in the past, why did you miss it? (check all that apply)</b>
a. I couldn't come during the hours they were open.
b. I couldn't come on the <u>days</u> they were open.
c. I didn't have a way to get to the WIC clinic.
d. I wasn't reminded by WIC of my appointment.
e. I don't live close to the WIC clinic.
f. My children and/or I was sick.
g. I have not missed an appointment.

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
106	7.1	13	8.5	31	9.6
49	3.3	9	5.9	14	4.3
333	22.4	17	11.1	45	13.9
254	17.1	22	14.4	39	12.0
73	4.9	7	4.6	31	9.6
160	10.8	36	23.5	55	17.0
574	38.6	47	30.7	126	38.9

<b>4. What was the reason for your last appointment with the WIC clinic? (check only one)</b>
a. Certification
b. Class
c. Other
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
517	36.2	48	32.2	141	44.3
767	53.8	81	54.4	160	50.3
143	10.0	20	13.4	17	5.4
1427	100.0	149	100.0	318	100.0
59		4		6	
1486		153		324	

<b>5. How long did your last appointment take to complete? (check only one)</b>
a. Less than 1/2 hour
b. 1/2 hour to 1 hour
c. 1 1/2 hours
d. 2 hours
e. More than 2 hours
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
353	24.7	80	53.3	97	30.8
629	44.0	61	40.7	164	52.1
228	16.0	8	5.3	35	11.1
137	9.6	1	0.7	17	5.4
81	5.7	0	0.0	2	0.6
1428	100.0	150	100.0	315	100.0
58		3		9	
1486		153		324	

<b>6. In general, how would you rate the services you have received from WIC? (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
695	47.7	118	77.7	212	65.6
619	42.4	30	19.7	101	31.3
123	8.4	4	2.6	9	2.8
22	1.5	0	0.0	1	0.3
1459	100.0	152	100.0	323	100.0
27		1		1	
1486		153		324	

<b>7. How much time are you able to spend in the clinic to get the required nutrition education? (check only one)</b>
a. Up to 30 minutes
b. Up to 45 minutes
c. Up to 1 hour
d. More than 1 hour
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
812	56.2	84	55.3	158	49.2
253	17.5	29	19.1	74	23.0
272	18.8	33	21.7	66	20.6
108	7.5	6	3.9	23	7.2
1445	100.0	152	100.0	321	100.0
41		1		3	
1486		153		324	

<b>8. If WIC could give you information about nutrition in any of the following ways, which would you choose? (check all that apply)</b>
a. Attend a WIC class
b. Check out nutrition books or videos to use at home
c. Complete an Internet class
d. Attend a support group such as La Leche League
e. Take a packet of information home to read
f. Read a short nutrition lesson in the WIC clinic

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
861	57.9	84	54.9	164	50.6
531	35.7	38	24.8	93	28.7
200	13.5	18	11.8	57	17.6
121	8.1	11	7.2	28	8.6
798	53.7	94	61.4	207	63.9
377	25.4	29	19.0	81	25.0

<b>9. What changes have you and your family made because you started coming to WIC? (check all that apply)</b>
a. Eat more fruits and vegetables
b. Eat more iron-rich foods
c. Eat less foods that are high in fat
d. Eat less super-sized portions
e. Drink less sodas and sweetened drinks
f. Breastfed my baby longer
g. Smoke less or quit smoking
h. Watch less TV and video games
i. Do more physical activities
j. Spend more time eating as a family at the table
k. Give juice to my baby in a cup, not in a bottle
l. Got my kids' immunizations
m. No changes were needed
n. No changes were made

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
885	59.6	91	59.5	159	49.1
714	48.0	64	41.8	153	47.2
605	40.7	58	37.9	114	35.2
352	23.7	52	34.0	89	27.5
732	49.3	75	49.0	144	44.4
371	25.0	43	28.1	76	23.5
186	12.5	23	15.0	28	8.6
326	21.9	20	13.1	45	13.9
506	34.1	46	30.1	75	23.1
509	34.3	44	28.8	92	28.4
628	42.3	60	39.2	111	34.3
485	32.6	58	37.9	72	22.2
165	11.1	17	11.1	37	11.4
102	6.9	9	5.9	30	9.3

Question #10 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>11. Did anyone at WIC help you with breastfeeding? (check only one)</b>
a. Yes
b. No (skip to question #13)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
Respondents were 38.3% of the total N.		Respondents were 39.2% of the total N.		Respondents were 31.8% of the total N.	
352	61.9	31	51.7	55	53.4
217	38.1	29	48.3	48	46.6
569	100.0	60	100.0	103	100.0
917		93		221	
1486		153		324	

<b>12. How did WIC help you with breastfeeding?</b>
The following responses are based on the number of 'yes' responses to question #11.
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Getting a hand pump
f. Getting an electric pump
g. Getting help using a pump
h. Other

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
230	65.3	17	54.8	29	52.7
171	48.6	19	61.3	30	54.5
126	35.8	10	32.3	18	32.7
117	33.2	18	58.1	28	50.9
71	20.2	11	35.5	14	25.5
34	9.7	6	19.4	8	14.5
47	13.4	5	16.1	8	14.5
16	4.5	2	6.5	2	3.6

Question #13 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>14. Did the WIC clinic staff tell you how to use your WIC vouchers at the store? (check only one)</b>
a. Yes
b. No
Total Response
Missing
Total

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
1310	92.6	147	96.1	310	98.1
104	7.4	6	3.9	6	1.9
1414	100.0	153	100.0	316	100.0
72		0		8	
1486		153		324	

<b>15. Please rate your understanding of how to use the WIC vouchers. (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
Total Response
Missing
Total

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
886	62.6	127	83.0	236	74.7
467	33.0	23	15.0	76	24.1
53	3.7	3	2.0	2	0.6
10	0.7	0	0.0	2	0.6
1416	100.0	153	100.0	316	100.0
70		0		8	
1486		153		324	

<b>16. How often has a cashier told you that you picked the wrong WIC foods? (check only one)</b>
a. Almost every time
b. Sometimes
c. Never
Total Response
Missing
Total

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
108	7.7	6	4.0	12	3.8
778	55.5	74	49.3	168	53.2
516	36.8	70	46.7	136	43.0
1402	100.0	150	100.0	316	100.0
84		3		8	
1486		153		324	

17. When you use your WIC vouchers, how much do you usually spend on other groceries? (check only one)
a. \$0
b. \$1 - \$10
c. \$11 - \$20
d. \$21 - \$30
e. \$31 - \$40
f. \$41 - \$50
g. \$50 or more
Total Response
Missing
Total

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
89	6.4	8	5.3	18	5.8
118	8.5	4	2.7	28	9.1
252	18.2	24	16.0	68	22.0
255	18.4	33	22.0	53	17.1
153	11.0	23	15.3	37	12.0
162	11.7	17	11.4	26	8.4
358	25.8	41	27.3	79	25.6
1387	100.0	150	100.0	309	100.0
99		3		15	
1486		153		324	

18. Did you receive a free bottle of multi-vitamins (with folic acid) in the clinic? (check only one)
a. Yes
b. No (skip to Section 6, question #22)
c. Don't know (skip to Section 6, question #22)
Total Response
Missing
Total

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
252	19.4	42	28.6	58	19.0
983	75.6	99	67.3	233	76.1
65	5.0	6	4.1	15	4.9
1300	100.0	147	100.0	306	100.0
186		6		18	
1486		153		324	

19. Did you take these multivitamins with folic acid? (check only one)	
The following responses are based on the number of 'yes' responses to question #18.	
a. Yes	
b. No (skip to question #21)	
Total Response	
Missing	
Total	

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
203	82.5	38	90.5	53	91.4
43	17.5	4	9.5	5	8.6
246	100.0	42	100.0	58	100.0
6		0		0	
252		42		58	

20. How much did you take? (check only one)	
The following responses are based on the number of 'yes' responses to question #19.	
a. Part of bottle	
b. Finished bottle (skip to Section 6, question #22)	
c. Finished bottle & got another bottle (skip to Section 6, question #21)	
Total Response	
Missing	
Total	

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
76	39.2	18	47.4	24	47.1
91	46.9	16	42.1	19	37.2
27	13.9	4	10.5	8	15.7
194	100.0	38	100.0	51	100.0
9		0		2	
203		38		53	

Question #21 was not analyzed for local health districts due to the small number of responses (N=84) at the state level.

<b>22. Do you have access to the Internet at (check all that apply):</b>
a. Home
b. Work or school
c. Public library
d. I don't have access to a computer with the Internet
e. I have not been shown how to use the Internet

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
486	32.7	74	48.4	141	43.5
159	10.7	37	24.2	51	15.7
253	17.0	39	25.5	81	25.0
542	36.5	35	22.9	90	27.8
195	13.1	4	2.6	27	8.3

<b>23. Are you (check all that apply):</b>
a. Pregnant and on WIC
b. Breastfeeding and on WIC
c. Postpartum (just had a baby and not breastfeeding)
d. Parent and/or guardian of an infant on WIC
e. Parent and/or guardian of a child on WIC

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
237	15.9	22	14.4	62	19.1
252	17.0	21	13.7	58	17.9
143	9.6	12	7.8	30	9.3
425	28.6	58	37.9	107	33
700	47.1	76	49.7	174	53.7

<b>24. How long have you or your children been on the WIC program? (Check only one)</b>
a. Less than 6 months
b. 6-12 months
c. 1-2 years
d. 3-5 years
e. More than 5 years
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
247	18.0	28	18.7	51	16.2
301	21.9	28	18.7	84	26.7
430	31.3	42	28.0	76	24.1
286	20.9	31	20.6	60	19.0
109	7.9	21	14.0	44	14.0
1373	100.0	150	100.0	315	100.0
113		3		9	
1486		153		324	

<b>25. How many infants and/or children do you have on the WIC program right now? (check only one)</b>
a. 1
b. 2
c. 3
d. 4
e. More than 4
f. None
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Salt Lake #	Percent	Southeast #	Percent	Southwest #	Percent
814	57.9	86	56.6	164	51.7
394	28.0	44	28.9	102	32.2
97	6.9	5	3.3	27	8.5
16	1.1	0	0.0	4	1.3
5	0.4	2	1.3	1	0.3
80	5.7	15	9.9	19	6.0
1406	100.0	152	100.0	317	100.0
80		1		7	
1486		153		324	

Question #26 on Age is included only in the statewide data tables.

<b>27. How many years of education have you completed? (check only one)</b>
a. 8th grade or less
b. 9 <sup>th</sup> grade - 11 <sup>th</sup> grade
c. High school graduate
d. Some college
e. College graduate
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Salt Lake #</b>	<b>Percent</b>	<b>Southeast #</b>	<b>Percent</b>	<b>Southwest #</b>	<b>Percent</b>
211	15.2	5	3.3	25	7.9
365	26.2	19	12.7	62	19.7
416	29.9	49	32.7	86	27.3
291	20.9	56	37.3	102	32.4
108	7.8	21	14.0	40	12.7
1391	100.0	150	100.0	315	100.0
95		3		9	
1486		153		324	

<b>28. Are you of Hispanic origin? (check only one)</b>
a. Yes
b. No
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Salt Lake #</b>	<b>Percent</b>	<b>Southeast #</b>	<b>Percent</b>	<b>Southwest #</b>	<b>Percent</b>
758	53.9	31	20.4	70	22.4
649	46.1	121	79.6	242	77.6
1407	100.0	152	100.0	312	100.0
79		1		12	
1486		153		324	

<b>29. Please indicate your race(s) from the following list. (check all that apply)</b>
a. White
b. Black or African American
c. American Indian or Alaskan Native
d. Asian
e. Pacific Islander/Native Hawaiian
f. Other

<b>Salt Lake #</b>	<b>Percent</b>	<b>Southeast #</b>	<b>Percent</b>	<b>Southwest #</b>	<b>Percent</b>
583	39.2	102	66.7	235	72.5
24	1.6	0	0.0	4	1.2
39	2.6	21	13.7	13	4.0
29	2.0	0	0.0	6	1.9
36	2.4	0	0.0	2	0.6
419	28.2	20	13.1	35	10.8

## **APPENDIX D**

**Local Health District Data Tables:  
Summit, Tooele, Tri-County  
with Teen Mother & Child Program**

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**WIC Participant Satisfaction Survey 2004 Results**  
**Summit, Tooele, and Tri-County Local Health Departments with Teen Mom & Child Program**

**Local Health Departments**

Summit, N=62	Tooele, N=122	Tri-County, N=126	Teen Mom, N=46
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<b>1. Do you know WIC provides...? (check all that apply)</b>
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Hand breast pumps

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
51	82.3	104	85.2	100	79.4	13	28.3
49	79.0	98	80.3	95	75.4	32	69.6
33	53.2	87	71.3	58	46.0	9	19.6
13	21.0	63	51.6	72	57.1	8	17.4
23	37.1	70	57.4	51	40.5	20	43.5

<b>2. Which of the following WIC requirements is hardest for you? (check only one)</b>
a. Keeping appointments
b. Completing forms
c. Getting height, weight and blood sample
d. Bringing in proof of income and identity
e. Bringing in proof of residency
f. Bringing my children
g. Other
h. None of these are hard
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
6	10.2	9	7.4	17	13.7	13	28.9
4	6.8	5	4.1	3	2.4	5	11.1
2	3.4	6	4.9	1	0.8	1	2.2
3	5.0	2	1.7	1	0.8	0	0.0
0	0.0	2	1.7	1	0.8	1	2.2
5	8.5	11	9.1	25	20.2	3	6.7
1	1.7	3	2.5	4	3.2	0	0.0
38	64.4	83	68.6	72	58.1	22	48.9
59	100.0	121	100.0	124	100.0	45	100.0
3		1		2		1	
62		122		126		46	

<b>3. If you have missed an appointment in the past, why did you miss it? (check all that apply)</b>
a. I couldn't come during the <u>hours</u> they were open.
b. I couldn't come on the <u>days</u> they were open.
c. I didn't have a way to get to the WIC clinic.
d. I wasn't reminded by WIC of my appointment.
e. I don't live close to the WIC clinic.
f. My children and/or I was sick.
g. I have not missed an appointment.

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
5	8.1	16	13.1	12	9.5	5	10.9
2	3.2	6	4.9	7	5.6	0	0.0
11	17.7	13	10.7	15	11.9	17	37.0
5	8.1	16	13.1	17	13.5	3	6.5
6	9.7	2	1.6	6	4.8	2	4.3
4	6.5	19	15.6	26	20.6	3	6.5
31	50.0	54	44.3	50	39.7	18	39.1

<b>4. What was the reason for your last appointment with the WIC clinic? (check only one)</b>
a. Certification
b. Class
c. Other
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Summit #</b>	<b>Percent</b>	<b>Tooele #</b>	<b>Percent</b>	<b>Tri-County #</b>	<b>Percent</b>	<b>Teen Mom #</b>	<b>Percent</b>
25	45.5	52	42.6	40	32.2	8	17.8
8	14.5	61	50.0	73	58.9	0	0.0
22	40.0	9	7.4	11	8.9	37	82.2
55	100.0	122	100.0	124	100.0	45	100.0
7		0		2		1	
62		122		126		46	

<b>5. How long did your last appointment take to complete? (check only one)</b>
a. Less than 1/2 hour
b. 1/2 hour to 1 hour
c. 1 1/2 hours
d. 2 hours
e. More than 2 hours
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Summit #</b>	<b>Percent</b>	<b>Tooele #</b>	<b>Percent</b>	<b>Tri-County #</b>	<b>Percent</b>	<b>Teen Mom #</b>	<b>Percent</b>
29	46.8	28	23.3	57	45.2	41	89.1
30	48.4	82	68.3	51	40.5	5	10.9
3	4.8	8	6.7	12	9.5	0	0.0
0	0.0	2	1.7	4	3.2	0	0.0
0	0.0	0	0.0	2	1.6	0	0.0
62	100.0	120	100.0	126	100.0	46	100.0
0		2		0		0	
62		122		126		46	

<b>6. In general, how would you rate the services you have received from WIC? (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Summit #</b>	<b>Percent</b>	<b>Tooele #</b>	<b>Percent</b>	<b>Tri-County #</b>	<b>Percent</b>	<b>Teen Mom #</b>	<b>Percent</b>
47	75.8	73	59.8	70	55.5	29	63.0
15	24.2	46	37.7	51	40.5	14	30.4
0	0.0	3	2.5	5	4.0	3	6.5
0	0.0	0	0.0	0	0.0	0	0.0
62	100.0	122	100.0	126	100.0	46	100.0
0		0		0		0	
62		122		126		46	

<b>7. How much time are you able to spend in the clinic to get the required nutrition education? (check only one)</b>
a. Up to 30 minutes
b. Up to 45 minutes
c. Up to 1 hour
d. More than 1 hour
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Summit #</b>	<b>Percent</b>	<b>Tooele #</b>	<b>Percent</b>	<b>Tri-County #</b>	<b>Percent</b>	<b>Teen Mom #</b>	<b>Percent</b>
40	65.6	54	45.0	75	59.5	26	59.1
6	9.8	26	21.7	20	15.9	13	29.5
9	14.8	31	25.8	25	19.8	3	6.8
6	9.8	9	7.5	6	4.8	2	4.5
61	100.0	120	100.0	126	100.0	44	100.0
1		2		0		2	
62		122		126		46	

<b>8. If WIC could give you information about nutrition in any of the following ways, which would you choose? (check all that apply)</b>
a. Attend a WIC class
b. Check out nutrition books or videos to use at home
c. Complete an Internet class
d. Attend a support group such as La Leche League
e. Take a packet of information home to read
f. Read a short nutrition lesson in the WIC clinic

Summit # Percent		Tooele # Percent		Tri-County # Percent		Teen Mom # Percent	
29	46.8	70	57.4	62	49.2	2	4.3
33	53.2	41	33.6	42	33.3	9	19.6
4	6.5	24	19.7	23	18.3	5	10.9
3	4.8	16	13.1	9	7.1	0	0.0
36	58.1	68	55.7	86	68.3	24	52.2
18	29.0	38	31.1	37	29.4	7	15.2

<b>9. What changes have you and your family made because you started coming to WIC? (check all that apply)</b>
a. Eat more fruits and vegetables
b. Eat more iron-rich foods
c. Eat less foods that are high in fat
d. Eat less super-sized portions
e. Drink less sodas and sweetened drinks
f. Breastfed my baby longer
g. Smoke less or quit smoking
h. Watch less TV and video games
i. Do more physical activities
j. Spend more time eating as a family at the table
k. Give juice to my baby in a cup, not in a bottle
l. Got my kids' immunizations
m. No changes were needed
n. No changes were made

Summit # Percent		Tooele # Percent		Tri-County # Percent		Teen Mom # Percent	
39	62.9	65	53.3	74	58.7	30	65.2
34	54.8	70	57.4	45	35.7	16	34.8
30	48.4	45	36.9	44	34.9	9	19.6
15	24.2	24	19.7	36	28.6	9	19.6
29	46.8	59	48.4	60	47.6	12	26.1
20	32.3	35	28.7	17	13.5	3	6.5
5	8.1	15	12.3	22	17.5	6	13.0
9	14.5	16	13.1	27	21.4	8	17.4
24	38.7	26	21.3	40	31.7	17	37.0
29	46.8	40	32.8	43	34.1	5	10.9
31	50.0	62	50.8	42	33.3	4	8.7
29	46.8	41	33.6	25	19.8	4	8.7
7	11.3	19	15.6	17	13.5	1	2.2
5	8.1	8	6.6	15	11.9	5	10.9

Question #10 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>11. Did anyone at WIC help you with breastfeeding? (check only one)</b>
a. Yes
b. No (skip to question #13)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Summit # Percent		Tooele # Percent		Tri-County # Percent		Teen Mom # Percent	
Respondents were 45.2% of the total N.		Respondents were 45.9% of the total N.		Respondents were 29.4% of the total N.		Respondents were 19.6% of the total N.	
20	71.4	44	78.6	15	40.5	5	55.6
8	28.6	12	21.4	22	59.5	4	44.4
28	100.0	56	100.0	37	100.0	9	100.0
34		66		89		37	
62		122		126		46	

<b>12. How did WIC help you with breastfeeding?</b>
The following responses are based on the number of 'yes' responses to question #11.
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Getting a hand pump
f. Getting an electric pump
g. Getting help using a pump
h. Other

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
14	70.0	30	68.2	11	73.3	0	0.0
12	60.0	26	59.1	11	73.3	2	40.0
7	35.0	15	34.1	2	13.3	0	0.0
12	60.0	17	38.6	5	33.3	0	0.0
7	35.0	11	25.0	1	6.7	1	20.0
2	10.0	8	18.2	3	20.0	0	0.0
6	30.0	6	13.6	2	13.3	2	40.0
0	0.0	2	4.5	0	0.0	0	0.0

Question #13 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>14. Did the WIC clinic staff tell you how to use your WIC vouchers at the store? (check only one)</b>
a. Yes
b. No
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
60	98.4	117	97.5	121	96.0	0	0.0
1	1.6	3	2.5	5	4.0	0	0.0
61	100.0	120	100.0	126	100.0	0	0.0
1		2		0		0	
62		122		126		0	

<b>15. Please rate your understanding of how to use the WIC vouchers. (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
39	66.1	78	63.9	89	71.2	28	60.9
17	28.8	39	32.0	31	24.8	17	37.0
2	3.4	4	3.3	5	4.0	1	2.2
1	1.7	1	0.8	0	0.0	0	0.0
59	100.0	122	100.0	125	100.0	46	100.0
3		0		1		0	
62		122		126		46	

<b>16. How often has a cashier told you that you picked the wrong WIC foods? (check only one)</b>
a. Almost every time
b. Sometimes
c. Never
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
5	8.5	7	5.8	4	3.2	1	2.2
23	39.0	71	58.7	70	56.0	13	28.3
31	52.5	43	35.5	51	40.8	32	69.6
59	100.0	121	100.0	125	100.0	46	100.0
3		1		1		0	
62		122		126		46	

<b>17. When you use your WIC vouchers, how much do you usually spend on other groceries? (check only one)</b>	
a. \$0	
b. \$1 - \$10	
c. \$11 - \$20	
d. \$21 - \$30	
e. \$31 - \$40	
f. \$41 - \$50	
g. \$50 or more	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
2	3.3	7	5.9	9	7.3	4	8.9
5	8.3	14	11.9	6	4.9	10	22.2
19	31.7	14	11.9	25	20.3	16	35.6
13	21.7	21	17.8	16	13.0	4	8.9
8	13.3	13	11.0	10	8.1	6	13.3
4	6.7	10	8.5	10	8.1	1	2.2
9	15.0	39	33.0	47	38.2	4	8.9
60	100.0	118	100.0	123	100.0	45	100.0
2		4		3		1	
62		122		126		46	

<b>18. Did you receive a free bottle of multi-vitamins (with folic acid) in the clinic? (check only one)</b>	
a. Yes	
b. No (skip to Section 6, question #22)	
c. Don't know (skip to Section 6, question #22)	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
20	40.0	18	15.7	13	10.5	19	43.2
26	52.0	92	80.0	106	85.5	23	52.3
4	8.0	5	4.3	5	4.0	2	4.5
50	100.0	115	100.0	124	100.0	44	100.0
12		7		2		2	
62		122		126		46	

<b>19. Did you take these multivitamins with folic acid? (check only one)</b>	
The following responses are based on the number of 'yes' responses to question #18.	
a. Yes	
b. No (skip to question #21)	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
17	94.4	17	94.4	11	84.6	18	94.7
1	5.6	1	5.6	2	15.4	1	5.3
18	100.0	18	100.0	13	100.0	19	100.0
2		0		0		0	
20		18		13		19	

<b>20. How much did you take? (check only one)</b>	
The following responses are based on the number of 'yes' responses to question #19.	
a. Part of bottle	
b. Finished bottle (skip to Section 6, question #22)	
c. Finished bottle & got another bottle (skip to Section 6, question #22)	
<i>Total Response</i>	
<i>Missing</i>	
<i>Total</i>	

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
4	25.0	4	23.5	5	45.4	2	12.5
10	62.5	10	58.8	4	36.4	7	43.8
2	12.5	3	17.7	2	18.2	7	43.8
16	100.0	17	100.0	11	100.0	16	100.0
1		0		0		2	
17		17		11		18	

Question #21 was not analyzed for local health districts due to the small number of responses (N=84) at the state level.

<b>22. Do you have access to the Internet at (check all that apply):</b>
a. Home
b. Work or school
c. Public library
d. I don't have access to a computer with the Internet
e. I have not been shown how to use the Internet

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
10	16.1	52	42.6	59	46.8	19	41.3
4	6.5	14	11.5	17	13.5	15	32.6
6	9.7	16	13.1	40	31.7	12	26.1
29	46.8	42	34.4	37	29.4	4	8.7
13	21.0	9	7.4	5	4.0	0	0.0

<b>23. Are you (check all that apply):</b>
a. Pregnant and on WIC
b. Breastfeeding and on WIC
c. Postpartum (just had a baby and not breastfeeding)
d. Parent and/or guardian of an infant on WIC
e. Parent and/or guardian of a child on WIC

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
11	17.7	18	14.8	21	16.7	11	23.9
10	16.1	22	18.0	17	13.5	3	6.5
4	6.5	12	9.8	11	8.7	4	13.0
8	12.9	40	32.8	61	48.4	17	37.0
32	51.6	64	52.5	62	49.2	18	39.1

<b>24. How long have you or your children been on the WIC program? (Check only one)</b>
a. Less than 6 months
b. 6-12 months
c. 1-2 years
d. 3-5 years
e. More than 5 years
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
11	18.6	25	20.8	30	24.0	14	30.4
13	22.0	27	22.5	38	30.4	11	23.9
19	32.2	30	25.0	29	23.2	14	30.4
11	18.6	25	20.8	17	13.6	7	15.2
5	8.5	13	10.8	11	8.8	0	0.0
59	100.0	120	100.0	125	100.0	46	100.0
3		2		1		0	
62		122		126		46	

<b>25. How many infants and/or children do you have on the WIC program right now? (check only one)</b>
a. 1
b. 2
c. 3
d. 4
e. More than 4
f. None
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
40	67.8	68	56.7	72	57.6	25	58.1
12	20.3	35	29.2	38	30.4	13	30.2
0	0.0	10	8.3	4	3.2	1	2.3
0	0.0	0	0.0	1	0.8	0	0.0
1	1.7	0	0.0	0	0.0	0	0.0
6	10.2	7	5.8	10	8.0	4	9.3
59	100.0	120	100.0	125	100.0	43	100.0
3		2		1		3	
62		122		126		46	

Question #26 on Age is included only in the statewide data tables.

<b>27. How many years of education have you completed? (check only one)</b>
a. 8th grade or less
b. 9 <sup>th</sup> grade - 11 <sup>th</sup> grade
c. High school graduate
d. Some college
e. College graduate
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
18	32.1	16	13.6	4	3.2	11	23.9
14	25.0	25	21.2	25	20.0	27	58.7
15	26.8	41	34.7	58	46.4	8	17.4
7	12.5	27	22.9	26	20.8	0	0.0
2	3.6	9	7.6	12	9.6	0	0.0
56	100.0	118	100.0	125	100.0	46	100.0
6		4		1		0	
62		122		126		46	

<b>28. Are you of Hispanic origin? (check only one)</b>
a. Yes
b. No
Total Response
Missing
Total

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
44	73.3	56	45.9	11	8.8	18	39.1
16	26.7	66	54.1	114	91.2	28	60.9
60	100.0	122	100.0	125	100.0	46	100.0
2		0		1		0	
62		122		126		46	

<b>29. Please indicate your race(s) from the following list. (check all that apply)</b>
a. White
b. Black or African American
c. American Indian or Alaskan Native
d. Asian
e. Pacific Islander/Native Hawaiian
f. Other

Summit #	Percent	Tooele #	Percent	Tri-County #	Percent	Teen Mom #	Percent
20	32.3	65	53.3	96	76.2	21	45.7
1	1.6	0	0.0	0	0.0	2	4.3
0	0.0	1	0.8	22	17.5	0	0.0
0	0.0	1	0.8	0	0.0	1	2.2
0	0.0	2	1.6	2	1.6	2	4.3
21	33.9	37	30.3	4	3.2	1	2.2

## **APPENDIX E**

**Local Health District Data Tables:  
Utah County, Wasatch, Weber-Morgan**

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**WIC Participant Satisfaction Survey 2004 Results  
Utah County, Wasatch, and Weber-Morgan Local Health Departments**

**Local Health Departments**

<b>Utah County, N=949</b>	<b>Wasatch, N=51</b>	<b>Weber-Morgan, N=418</b>
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<b>1. Do you know WIC provides...? (check all that apply)</b>
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Hand breast pumps

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
786	82.8	34	66.7	350	83.7
740	78.0	36	70.6	287	68.7
556	58.6	32	62.7	248	59.3
465	49.0	20	39.2	163	39.0
477	50.3	17	33.3	188	45.0

<b>2. Which of the following WIC requirements is hardest for you? (check only one)</b>
a. Keeping appointments
b. Completing forms
c. Getting height, weight and blood sample
d. Bringing in proof of income and identity
e. Bringing in proof of residency
f. Bringing my children
g. Other
h. None of these are hard
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
77	8.3	7	14.3	29	7.1
37	4.0	1	2.0	18	4.4
34	3.7	3	6.1	14	3.4
27	2.9	1	2.0	8	2.0
8	0.9	0	0.0	2	0.5
171	18.5	10	20.4	60	14.7
25	2.7	0	0.0	6	1.5
546	59.0	27	55.1	271	66.4
925	100.0	49	100.0	408	100.0
24		2		10	
949		51		418	

<b>3. If you have missed an appointment in the past, why did you miss it? (check all that apply)</b>
a. I couldn't come during the <u>hours</u> they were open.
b. I couldn't come on the <u>days</u> they were open.
c. I didn't have a way to get to the WIC clinic.
d. I wasn't reminded by WIC of my appointment.
e. I don't live close to the WIC clinic.
f. My children and/or I was sick.
g. I have not missed an appointment.

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
67	7.1	5	9.8	33	7.9
25	2.6	2	3.9	17	4.1
152	16.0	11	21.6	89	21.3
86	9.1	8	15.7	40	9.6
25	2.6	2	3.9	25	6.0
149	15.7	8	15.7	55	13.2
426	44.9	21	41.2	182	43.5

<b>4. What was the reason for your last appointment with the WIC clinic? (check only one)</b>
a. Certification
b. Class
c. Other
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
485	52.4	17	34.0	163	39.8
360	38.9	29	58.0	205	50.0
81	8.7	4	8.0	42	10.2
926	100.0	50	100.0	410	100.0
23		1		8	
949		51		418	

<b>5. How long did your last appointment take to complete? (check only one)</b>
a. Less than 1/2 hour
b. 1/2 hour to 1 hour
c. 1 1/2 hours
d. 2 hours
e. More than 2 hours
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
247	26.8	25	50.0	100	24.3
445	48.2	25	50.0	246	59.9
156	16.9	0	0.0	55	13.4
59	6.4	0	0.0	10	2.4
16	1.7	0	0.0	0	0.0
923	100.0	50	100.0	411	100.0
26		1		7	
949		51		418	

<b>6. In general, how would you rate the services you have received from WIC? (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
600	63.9	34	66.7	235	56.6
317	33.8	11	21.6	157	37.8
21	2.2	6	11.7	21	5.1
1	0.1	0	0.0	2	0.5
939	100.0	51	100.0	415	100.0
10		0		3	
949		51		418	

<b>7. How much time are you able to spend in the clinic to get the required nutrition education? (check only one)</b>
a. Up to 30 minutes
b. Up to 45 minutes
c. Up to 1 hour
d. More than 1 hour
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
542	58.4	28	54.9	210	51.2
172	18.5	12	23.5	80	19.5
167	18.0	10	19.6	85	20.7
47	5.1	1	2.0	35	8.5
928	100.0	51	100.0	410	100.0
21		0		8	
949		51		418	

**8. If WIC could give you information about nutrition in any of the following ways, which would you choose? (check all that apply)**

- a. Attend a WIC class
- b. Check out nutrition books or videos to use at home
- c. Complete an Internet class
- d. Attend a support group such as La Leche League
- e. Take a packet of information home to read
- f. Read a short nutrition lesson in the WIC clinic

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
518	54.6	34	66.7	256	61.2
338	35.6	14	27.5	128	30.6
204	21.5	6	11.8	51	12.2
89	9.4	4	7.8	31	7.4
566	59.6	29	56.9	233	55.7
215	22.7	17	33.3	109	26.1

**9. What changes have you and your family made because you started coming to WIC? (check all that apply)**

- a. Eat more fruits and vegetables
- b. Eat more iron-rich foods
- c. Eat less foods that are high in fat
- d. Eat less super-sized portions
- e. Drink less sodas and sweetened drinks
- f. Breastfed my baby longer
- g. Smoke less or quit smoking
- h. Watch less TV and video games
- i. Do more physical activities
- j. Spend more time eating as a family at the table
- k. Give juice to my baby in a cup, not in a bottle
- l. Got my kids' immunizations
- m. No changes were needed
- n. No changes were made

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
561	59.1	28	54.9	242	57.9
407	42.9	20	39.2	195	46.7
324	34.1	18	35.3	180	43.1
230	24.2	11	21.6	109	26.1
437	46.0	27	52.9	228	54.5
255	26.9	13	25.5	90	21.5
73	7.7	5	9.8	53	12.7
195	20.5	8	15.7	89	21.3
319	33.6	16	31.4	158	37.8
332	35.0	16	31.4	149	35.6
376	39.6	16	31.4	187	44.7
219	23.1	18	35.3	138	33.0
111	11.7	7	13.7	58	13.9
63	6.6	2	3.9	34	8.1

Question #10 was an open-ended question on the survey. For this reason, answers are not included in the tables.

**11. Did anyone at WIC help you with breastfeeding? (check only one)**

- a. Yes
  - b. No (skip to question #13)
- Total Response*
- Missing*
- Total*

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
Respondents were 41.0% of the total N.		Respondents were 35.3% of the total N.		Respondents were 33.0% of the total N.	
211	54.2	12	66.7	88	63.8
178	45.8	6	33.3	50	36.2
389	100.0	18	100.0	138	100.0
560		33		280	
949		51		418	

<b>12. How did WIC help you with breastfeeding?</b>
The following responses are based on the number of 'yes' responses to question #11.
a. Breastfeeding classes
b. Extra food for breastfeeding moms
c. Support from breastfeeding Peer Counselors
d. Support from WIC breastfeeding staff
e. Getting a hand pump
f. Getting an electric pump
g. Getting help using a pump
h. Other

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
137	64.9	5	41.7	68	77.3
120	56.9	6	50.0	43	48.9
68	32.2	4	33.3	25	28.4
67	31.8	6	50.0	29	33.0
56	26.5	2	16.7	9	10.2
28	13.3	1	8.3	6	6.8
26	12.3	2	16.7	7	8.0
6	2.8	1	8.3	3	3.4

Question #13 was an open-ended question on the survey. For this reason, answers are not included in the tables.

<b>14. Did the WIC clinic staff tell you how to use your WIC vouchers at the store? (check only one)</b>
a. Yes
b. No
Total Response
Missing
Total

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
892	97.5	50	100.0	387	97.5
23	2.5	0	0.0	10	2.5
915	100.0	50	100.0	397	100.0
34		1		21	
949		51		418	

<b>15. Please rate your understanding of how to use the WIC vouchers. (check only one)</b>
a. Excellent
b. Good
c. Fair
d. Poor
Total Response
Missing
Total

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
668	72.5	37	74.0	270	67.8
238	25.8	10	20.0	116	29.1
13	1.4	3	6.0	11	2.8
2	0.2	0	0.0	1	0.3
921	100.0	50	100.0	398	100.0
28		1		20	
949		51		418	

<b>16. How often has a cashier told you that you picked the wrong WIC foods? (check only one)</b>
a. Almost every time
b. Sometimes
c. Never
Total Response
Missing
Total

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
41	4.5	1	2.0	34	8.6
525	57.9	28	57.1	216	54.5
340	37.5	20	40.8	146	36.9
906	100.0	49	100.0	396	100.0
43		2		22	
949		51		418	

17. When you use your WIC vouchers, how much do you usually spend on other groceries? (check only one)
a. \$0
b. \$1 - \$10
c. \$11 - \$20
d. \$21 - \$30
e. \$31 - \$40
f. \$41 - \$50
g. \$50 or more
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
55	6.2	5	10.2	34	8.8
75	8.4	2	4.1	26	6.7
175	19.6	7	14.3	68	17.5
169	19.0	13	26.5	73	18.8
114	12.8	3	6.1	44	11.3
92	10.3	5	10.2	35	9.0
211	23.7	14	28.6	108	27.8
891	100.0	49	100.0	388	100.0
58		2		30	
949		51		418	

18. Did you receive a free bottle of multi-vitamins (with folic acid) in the clinic? (check only one)
a. Yes
b. No (skip to Section 6, question #22)
c. Don't know (skip to Section 6, question #22)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
156	17.9	8	17.0	56	15.6
687	78.7	36	76.6	291	81.1
30	3.4	3	6.4	12	3.3
873	100.0	47	100.0	359	100.0
76		4		59	
949		51		418	

19. Did you take these multivitamins with folic acid? (check only one)
The following responses are based on the number of 'yes' responses to question #18.
a. Yes
b. No (skip to question #21)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
137	92.6	7	100.0	51	94.4
11	7.4	0	0.0	3	5.6
148	100.0	7	100.0	54	100.0
8		1		2	
156		8		56	

20. How much did you take? (check only one)
The following responses are based on the number of 'yes' responses to question #19.
a. Part of bottle
b. Finished bottle (skip to Section 6, question #22)
c. Finished bottle & got another bottle (skip to Section 6, question #22)
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
50	39.7	2	33.3	11	22.9
56	44.4	4	66.7	28	58.3
20	15.9	0	0.0	9	18.8
126	100.0	6	100.0	48	100.0
11		1		3	
137		7		51	

Question #21 was not analyzed for local health districts due to the small number of responses (N=84) at the state level.

<b>22. Do you have access to the Internet at (check all that apply):</b>
a. Home
b. Work or school
c. Public library
d. I don't have access to a computer with the Internet
e. I have not been shown how to use the Internet

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
468	49.3	21	41.2	135	32.3
163	17.2	5	9.8	42	10.0
187	19.7	13	25.5	57	13.6
243	25.6	15	29.4	165	39.5
55	5.8	7	13.7	47	11.2

<b>23. Are you (check all that apply):</b>
a. Pregnant and on WIC
b. Breastfeeding and on WIC
c. Postpartum (just had a baby and not breastfeeding)
d. Parent and/or guardian of an infant on WIC
e. Parent and/or guardian of a child on WIC

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
168	17.7	9	17.6	85	20.3
208	21.9	6	11.8	42	10.0
84	8.9	3	5.9	46	11.0
327	34.5	19	37.3	120	28.7
469	49.4	32	62.7	185	44.3

<b>24. How long have you or your children been on the WIC program? (Check only one)</b>
a. Less than 6 months
b. 6-12 months
c. 1-2 years
d. 3-5 years
e. More than 5 years
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
187	20.7	5	10.0	63	16.1
203	22.5	13	26.0	88	22.4
253	28.0	16	32.0	116	29.6
183	20.3	15	30.0	78	19.9
77	8.5	1	2.0	47	12.0
903	100.0	50	100.0	392	100.0
46		1		26	
949		51		418	

<b>25. How many infants and/or children do you have on the WIC program right now? (check only one)</b>
a. 1
b. 2
c. 3
d. 4
e. More than 4
f. None
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

Utah County #	Percent	Wasatch #	Percent	Weber-Morgan #	Percent
449	49.2	24	48.0	244	61.9
321	35.2	20	40.0	101	25.6
65	7.1	4	8.0	18	4.6
10	1.1	0	0.0	1	0.3
1	0.1	1	2.0	3	0.8
66	7.2	1	2.0	27	6.9
912	100.0	50	100.0	394	100.0
37		2		24	
949		52		418	

Question #26 on Age is included only in the statewide data tables.

<b>27. How many years of education have you completed? (check only one)</b>
a. 8th grade or less
b. 9 <sup>th</sup> grade - 11 <sup>th</sup> grade
c. High school graduate
d. Some college
e. College graduate
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Utah County #</b>	<b>Percent</b>	<b>Wasatch #</b>	<b>Percent</b>	<b>Weber-Morgan #</b>	<b>Percent</b>
64	7.0	4	8.0	64	16.3
149	16.4	12	24.0	101	25.8
230	25.3	19	38.0	122	31.1
279	30.7	13	26.0	67	17.1
187	20.6	2	4.0	38	9.7
909	100.0	50	100.0	392	100.0
40		2		26	
949		52		418	

<b>28. Are you of Hispanic origin? (check only one)</b>
a. Yes
b. No
<i>Total Response</i>
<i>Missing</i>
<i>Total</i>

<b>Utah County #</b>	<b>Percent</b>	<b>Wasatch #</b>	<b>Percent</b>	<b>Weber-Morgan #</b>	<b>Percent</b>
313	34.5	19	38.8	210	53.6
595	65.5	30	61.2	182	46.4
908	100.0	49	100.0	392	100.0
41		2		26	
949		51		418	

<b>29. Please indicate your race(s) from the following list. (check all that apply)</b>
a. White
b. Black or African American
c. American Indian or Alaskan Native
d. Asian
e. Pacific Islander/Native Hawaiian
f. Other

<b>Utah County #</b>	<b>Percent</b>	<b>Wasatch #</b>	<b>Percent</b>	<b>Weber-Morgan #</b>	<b>Percent</b>
591	62.3	30	58.8	188	45.0
5	0.5	0	0.0	8	1.9
13	1.4	0	0.0	7	1.7
14	1.5	0	0.0	4	1.0
11	1.2	0	0.0	0	0.0
186	19.6	12	23.5	113	27.0